

## Chapter 10: Instructor Certification

adopted - 07/1993; rev - 01/2005 and 10/2008

### Purpose

- 100 This section establishes policy and procedures governing the standards and qualifications to be used to certify or approve instructors for Board-approved training.

### Policy

- 101 All persons instructing emergency telecommunicators in ~~Board-approved training~~ Basic, EMD or Re-Certification courses must be certified as an instructor by the Board of Emergency Telecommunications Standards and Training (BETST). All persons instructing elective training must be approved as an instructor by the BETST.

### Procedures

- 102 Minimum requirements for certification of training instructors for Basic, EMD or Re-Certification courses.
- 102.1 **Application** Individuals desiring to instruct in BETST-approved courses must thoroughly complete a formal application. These applications must first be submitted to the agency director (i.e. police chief, sheriff, etc.). That director will review and forward the endorsed application to the Board for consideration. Each nominee for certification must meet the following requirements:
- 102.2 **Education and Experience** ~~The medical portion of an emergency medical dispatch (EMD) course must be taught by an individual possessing a current EMT Intermediate or paramedic state certification. All other instructor applicants must show educational and public safety experience equal to one (1) of the following:~~
1. A high school graduate or GED and ~~three (3)~~ five (5) or more years of experience in the subject area as an Emergency Telecommunicator,
    - a. Two (2) years of college and ~~one and a half (1 ½)~~ four (4) or more years of experience in subject area as an Emergency Telecommunicator,
    - b. A bachelors degree and ~~one (1)~~ three (3) or more years of experience in subject area as an Emergency Telecommunicator., or
    - c. ~~Persons with specialized, identifiable skills such as a Terminal Agency Coordinator, MJIC or NCIC instructor or helped develop training programs for new employees and who do not meeting the above requirements may~~

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~~be certified upon agency director's request and staff review.~~

2. **Basic Training** - All applicants must have completed a 40 hour Board-approved Basic Telecommunicator Course. ~~(40-hour for law enforcement and fire; 24-hour or 32-hour for emergency medical service) or possess other qualifications as deemed by the Board in order to conduct an instructor course. (Those applicants who have completed instructor training prior to April 1, 1996 are not required to have attended a Basic Telecommunicator Course.)~~ All applicants desiring to instruct EMD must have completed the Emergency Medical Dispatch course.
3. **Sufficient Knowledge of Subject Matter** The applicant must demonstrate an adequate history as determined by the Board based on training, education, experience, professional credentials and/or proficiency skills suitable to the topic of instruction of which certification is being sought.
4. **Knowledge of Instruction** The applicant shall be cognizant of the methods of instruction and the aids available. Instructors must be able to clearly present the course material and meet the objectives outlined by the Board.

102.3 **Instructor Training Attendance Approval** Prior to any individual attending a Board-approved instructor training course for emergency telecommunications, that individual shall obtain written approval from the Office of Standards and Training.

1. Once an instructor application is submitted and approved, then an individual may attend ~~a course and become certified upon successful completion of the course~~ Board-approved instructor course.
2. After completing the instructor course, the instructor applicant must assist in one formal classroom type course under the observation of a certified instructor. The certified instructor must provide the Board with an evaluation of the instructor applicant's performance. After successfully completing the instructor course and receiving a favorable evaluation the instructor applicant will be eligible for certification by the Board.
3. Instructors conducting the 16 Hour Re-Certification course must have conducted at least three (3) Basic and/or EMD classes as documented by the Board staff and completed an instructor orientation program on the issue of re-certification.
4. An instructor may conduct training only in the vendor course in which he/she has been certified to instruct. ~~That is, Law Enforcement and Fire instructors may instruct in the Basic 40-Hour courses, and Emergency Medical instructors may instruct in the EMD 24-hour or EMD 32-hour courses. The~~



medical portion of an Emergency Medical Dispatch course must be taught by an individual possessing EMT-I, Paramedic, or higher level critical-care medical training.

102.4 **Expiration** - All instructor certifications expire three (3) years from the date of issue.

102.5 **Activity** - All instructors shall remain active during their period of certification. Each instructor shall conduct three (3) Board-approved telecommunications courses within each 36-month period of their certification. Modular courses (commonly referred to as "self-paced" courses) which do not require formal classroom instruction on the part of the instructor do not count towards this requirement. Failure to meet this requirement will result in a non-renewal of instructor credentials at the expiration of certification period.

1. Agencies which elect to send an employee to an instructor training course and do not agree to allow that person to instruct individuals from outside agencies, will not be reimbursed by the Board for that employee's attendance.
2. The Board will provide reimbursement for attendance to instructor certification training when the following two conditions are met:
  - a. The employee's agency head, through the signature on the back of the instructor application, agrees to allow said individual to instruct employees of other agencies, and
  - b. The employee conducts one formal classroom-type course in which that person is a primary or secondary instructor in the course.

102.6 **Compliance** - Instructors shall maintain a current status and remain in compliance with the provisions set forth by their respective course originators as well as the Board of Emergency Telecommunications Standards and Training.

1. Instructors shall adhere to the minimum training requirements of the course originators when conducting a course including the number of hours and the materials covered.
2. Instructors shall sign a Memorandum of Understanding from the Board which clarifies what is expected of them when conducting a Basic, EMD or Re-Certification course on behalf of the Board and the requirement to evaluate and assist instructor applicants.

102.7 **Evaluation** - The instructor shall be evaluated periodically by the BETST staff or other qualified individuals on dimensions determined by the Board. Evaluations

shall remain on file at the Standards and Training office.

102.8 **Renewal** - Individuals applying for renewal of instructor certification must complete a formal application for renewal. The issuance of a renewal certificate will depend on meeting the following requirements:

1. The renewal application shall be thoroughly completed and signed by the applicant and his/her agency director.
2. The instructor must provide documentation that he/she has conducted a minimum of three Board-approved curriculum courses in a formal classroom setting during the certification period expiring.
3. The instructor must provide documentation of his/her continuing knowledge and experience in the requested area of re-certification.

102.9 **Property of certificates** As with the professional certificate, the instructor certificate remains the property of the Board. The possession and stewardship of the certificate is the responsibility of the sponsoring agency. The Board may revoke any instructor certificate upon a showing of just cause, which includes, but is not limited to:

1. Administrative error in issuance,
2. Falsification of any information on the application,
3. Failure to complete the prescribed internship,
4. Conviction or entering a plea of either guilty or nolo contendere, being fined, ordered into probation or pre-trial diversion in relation to a felony or a misdemeanor involving moral turpitude,
5. Mistreatment, abuse or improper behavior involving a student,
6. Consistent failure to follow Board-approved training guidelines, learning objectives and lesson plans (where established) and
7. Any other actions detrimental to professional emergency telecommunications training.

102.10 Staff may take administrative action to suspend, recall, cancel or revoke a professional certificate for any of the purposes stated above. Upon taking administrative action, the certificate holder will be notified by the staff of such action and informed of his/her right to a hearing before the Board.

- 103 Minimum requirements for the approval of instructors for elective training.
- 103.1 **Sufficient Knowledge of Subject Matter** The applicant must demonstrate an adequate history as determined by the Board based on training, education, experience, professional credentials and/or proficiency skills suitable to the topic of instruction of which certification is being sought.
- 103.2 **Knowledge of Instruction** The applicant shall be cognizant of the methods of instruction and the aids available. Instructors must be able to clearly present the course material and meet the objectives outlined in the course.
- 103.3 **Approval of Course(s)** The "Emergency Telecommunicator Course Certification Request" form must be submitted to the Board thirty (30) days before the start date of the course. The instructor's credentials, course objectives and narrative discription of the course must be included. If the course/instructor is approved the Board staff will post the approval on the training calendar.

**Note:** Course certification request forms may be submitted through Standards and Training's internet based "Forms & Certification Management System" (<https://www.state.ms.gov/mspost/>). Instructors must submit a "MSPOST Client Agency Information form" by mail, facsimile or email to request a User ID and to be assigned a password. The CJA information form can be completed on-line from the Office of Standards and Training's portion of the MS Department of Public Safety's web-site (<http://www.dps.state.ms.us>). An "Application for Instructor Certification" must be submitted and approved on each instructor that is to use the web-based system prior to submitting any other forms.



## Chapter 11: Re-Certification of Emergency Telecommunicators

adopted - 07/1993; rev - 01/2003, and 10/2008

### Purpose

- 100 This section establishes policy and procedure for re-certification of emergency telecommunicators.

### Policy

- 101 The board shall re-certify those emergency telecommunicators who continue to meet the employment guidelines established in accordance with Mississippi Code as Annotated Section 19-5-353 as well as having completed the prescribed continuous training requirements established henceforth.
- 101.1 Re-certification under the Emergency Telecommunications Training Program (ETTP) shall be limited to those emergency telecommunicators who have received their initial three-year state certifications through the Mississippi Board of Emergency Telecommunications Standards and Training.

### Procedures

- 102 All emergency telecommunicator applicants for re-certification shall complete the following steps to maintain their current certification status with the Board:
- 102.1 Applicants for telecommunicator re-certification shall submit a fully-completed (1) Application for Re-certification and (2) Re-certification Report prior to expiration of their BETST professional certificate.

**Note:** "Application for Re-Certification" forms may be submitted through Standards and Training's internet based "Forms & Certification Management System" (<https://www.state.ms.gov/mspost/>). Agencies must submit a "MSPOST Client Agency Information" form by mail, facsimile or email to request a User ID and to be assigned a password. The CJA information form can be completed on-line from the Office of Standards and Training's portion of the MS Department of Public Safety's web-site (<http://www.dps.state.ms.us>). In order to submit any other forms on an individual in the web-based system, an "Application for Certification" must first be submitted and approved for that individual.

- 102.2 Emergency telecommunicator candidates for re-certification shall complete a ~~minimum of the~~ 16 hour re-certification course and a ~~minimum of~~ 48 hours of ~~approved elective additional~~ training prior to the expiration date of their professional certificates. Candidates who complete the ~~a~~ second re-certification or ~~any additional more three-year~~ re-certification period shall complete the 48

hours of training. Each candidate shall review their training needs with their supervisor on a continuous basis and complete training as needed. Continuous education shall consist of the following:

1. A 16-hour, two-day formal class held at an appropriate training center
  - a. The two-day class curriculum shall consist of those subject areas deemed by the Board to be the most essential to maintaining thorough knowledge in the profession.
  - b. The two-day class shall be conducted by a Mississippi-certified instructor who has conducted at least three basic and/or EMD classes as documented by the Board staff as well as completed an Instructor Orientation Program on the issue of re-certification.
  - c. Registration for the two-day class shall be arranged between the instructor/coordinator and the individual agencies which employ the re-certification candidates.
  - d. The allowable tuition reimbursement for the two-day course shall be established by the Board on an annual basis.
  - e. The two-day course shall not have in excess of 30 students per instructor without receiving prior Board approval.
  - f. Reimbursement for the two-day course shall consist of all of the same allowable expenses as initial certification (salary, tuition, lodging, meals, mileage). This is contingent upon submission of the Application for Re-certification, the Re-certification Report and a Reimbursement Worksheet.
  - g. The two-day course shall be completed in the third year of certification. This shall mean between the 25th and 36th months of certification.
2. Completion of at least 48 hours of elective training from no fewer than six subject areas over the three-year certification period
  - a. A checklist of approved training programs will be provided by the Board from which the candidate may choose. Verification of elective training must be acknowledged in writing by the agency head or their designee via the Re-certification Report.
  - b. Any courses or conference seminars (~~i.e., NENA, APCO, NECI, PowerPhone~~) which are not on the list of elective subject areas but are requested to be taken for this purpose must receive prior approval from the Board as counting toward meeting re-certification requirements. Only



two (2) conferences may be used to obtain credit per re-certification period, with a maximum of twelve (12) hours of credit per conference.

- c. Reimbursement for elective training shall consist of all of the same expenses as initial certification (salary, tuition, lodging, meals, mileage) only up to the point of meeting re-certification requirements. Reimbursement requests for any elective training may be submitted immediately upon completion of such.

**Note:** All out of state travel must be approved in writing by the Board prior to attending requested course.

- d. ~~All~~ Elective training may be completed on an in-house basis if so desired by an agency. Proof of elective training shall be maintained by the agency in its personnel files. In-house elective training shall not exceed two(2) credits (six [6] hours per credit) per re-certification period.
- e. Completing another Basic and/or EMD course similar to that taken for initial certification is not creditable as a re-certification elective.
- f. ~~Elective training that was completed after initial certification and prior to the implementation of these re-certification guidelines may be credited towards meeting the elective requirements.~~
  - i. ~~Those telecommunicators whose certificates expire in calendar year 1998 are exempt from completing any elective training to become re-certified.~~
  - ii. ~~Those telecommunicators whose certificates expire in calendar year 1999 must complete at least 16 hours of elective training from two subject areas to become re-certified.~~
  - iii. ~~Those telecommunicators whose certificates expire in calendar year 2000 must complete at least 32 hours of elective training from four subject areas to become re-certified.~~
  - iv. ~~Those telecommunicators whose certificates expire in calendar year 2001 and beyond must complete at least 48 hours of elective training from six subject areas to become re-certified.~~

102.3 Once all appropriate paperwork and training has been completed and submitted to the Board, the emergency telecommunicator will be re-certified for another three years.

102.4 Any persons, who due to illness, class availability or other events beyond their



control, could not attend the required two-day course in the third year or complete the required elective training, may serve with full pay and benefits in such a capacity until they can complete the training. Those requesting an extension of their time must petition the Board in writing and also must note how much re-certification training has been completed at that point in time.

102.5 Break-in-Service - There is herein established a set of re-certification guidelines for those state certified emergency telecommunicators who leave the profession and later return.

1. Telecommunicators who have a break-in-service of three years or more shall be required to complete the same certification requirements as those who are new to the profession. This shall include completing a basic and/or EMD course, the appropriate eight-hour field observations.
2. Telecommunicators who have a break-in-service of less than three years shall meet re-certification requirements within one year of being rehired. Any training requirements completed after the most recent certification date and prior to the break-in-service shall count towards re-certification.
  - a. If a telecommunicator's certification lapses during their break-in-service, they shall have twelve (12) months upon return to complete re-certification requirements.
  - b. If a telecommunicator returns to the profession while their certification is still current, the certification period shall be extended an amount of time equal to the break-in-service but not to exceed twelve (12) months.